Backup Disconnect - Tip #86
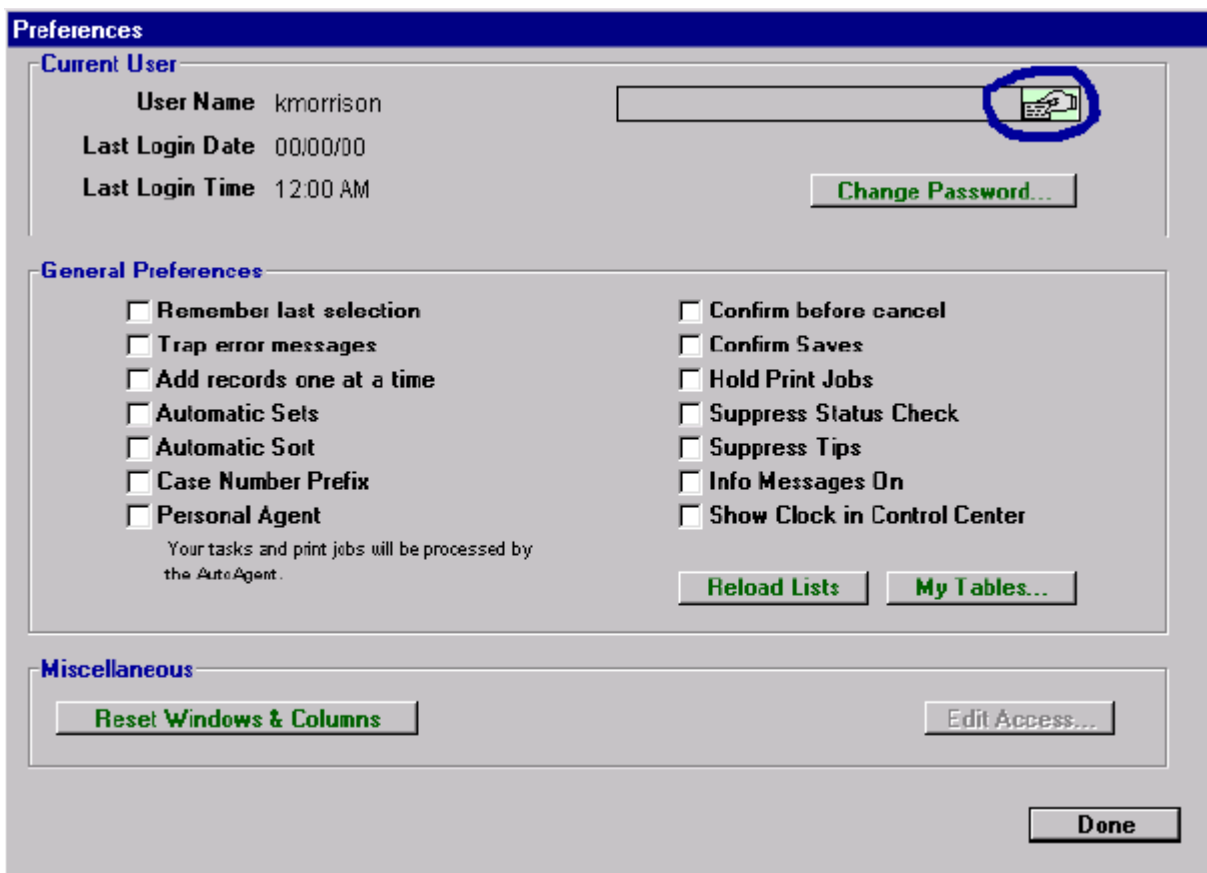
Used to, when a field center was backed up after hours and one or two users were still logged on with records open, the backup would not finish. It would wait for the open transactions to be closed. This would mean KSS tech support would have to manually backup the server on the following morning.

Now a feature has been implemented that lets the server cancel any open transactions and disconnect all of the users logged on to the server when the backup is scheduled to start. The user can choose to have an email sent to him/her when they are disconnected by the backup.

To do this the user would client into the server and go to the Preferences page. In the upper right corner of the Preferences page there is an image of a hand holding an envelope. In Figure 1 below the image is circled.

Figure 1

By clicking this the user will be able to link to the server by choosing his/her name from the people selector. When the user has been linked to the server, the email address in his/her people record will be used to send the email.

People Selector

Getting the email from the server might be useful in that, if the user had made some changes to a record and not saved that record, the email would serve as a reminder. It would remind the user that the record was canceled when the open transaction was disconnected by the backup. The user could then go back into the record and make the same changes, but this time save the record.

*Note: Remember, if the user wants to get an email when he/she is disconnected form the server by the backup, he/she must be linked to the server.